

FIG. 1A: STRUCTURE OF AN INDOC TOOL

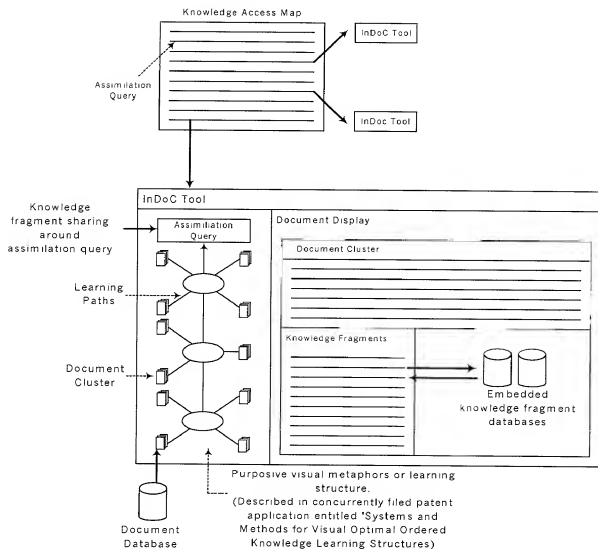


FIG. 1B: EXAMPLE OF AN INDOC TOOL

Knowledge Encounter Map

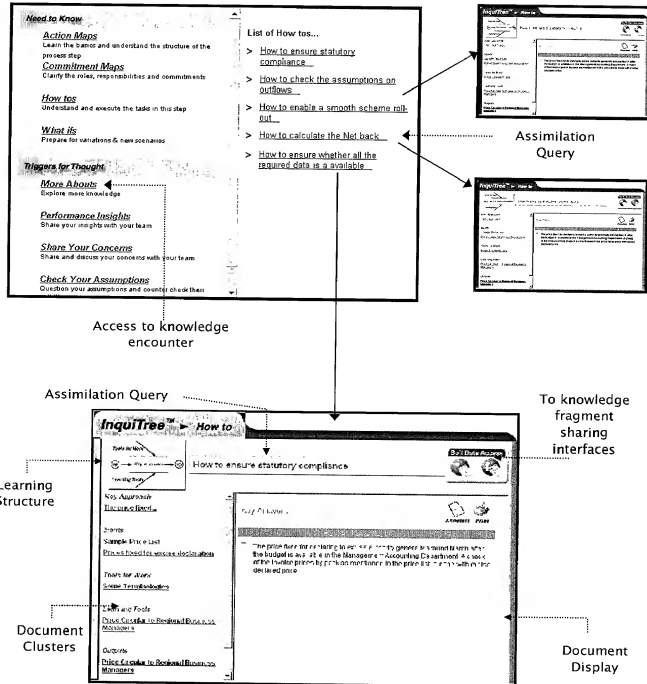
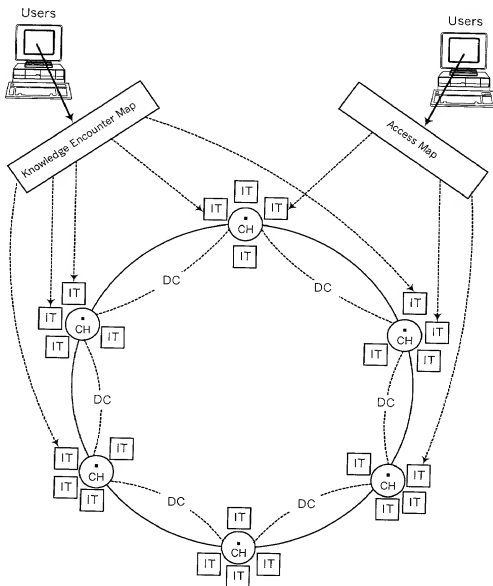


FIG. 2: COMPONENTS OF INDOC NET



1. Users are able to select appropriate InDoC Tools (IT), through the knowledge encounter maps or access maps. They can add and access knowledge fragments.
2. The fragments are stored in the Content Hubs (CH) and transmitted across the system.
3. This transmission is, using a communication protocol based on "dimensions of concern" (DC)

FIG. 3: INDOC OPERATIONS

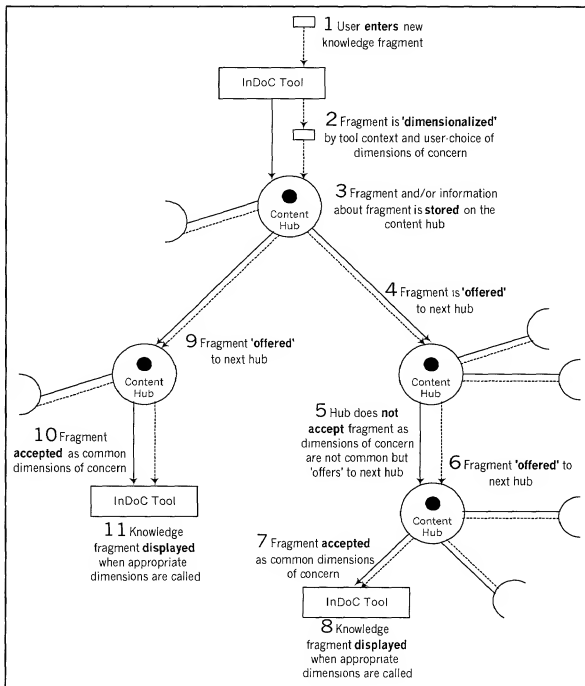



FIG. 4: EXPERIENCE SHARING INTERFACES



Latest Concerns | Concerns Archives

Latest Concerns

>How do we reduce costs in this step? - Host: Rohit Sinha, Date: 05/04/01

>How can we increase the speed in adoption of the scheme? - Host: Gauram Gupta, Date: 22/01/02

Concerns Archives

>How do we reduce costs in this step? - Host: Rohit Sinha, Date: 05/04/01

>How can we increase the speed in adoption of the scheme? - Host: Gauram Gupta, Date: 22/01/01

>How can we improve feedback cycles? - Host: Amit Salwan, Date: 14/01/01

Share your Concerns

How do we reduce costs in this step ?

Host: Rohit Sinha; Date: 05/04/01 If we can plan well ahead and estimate costs in the range of

Responses

☐ Comments
☐ Express concern
☐ Share with others

Share your Concerns

How do we reduce costs in this step ?

Host: Rohit Sinha; Date: 05/04/01 If we can plan well ahead and estimate costs in the range of

Response By Name Surname

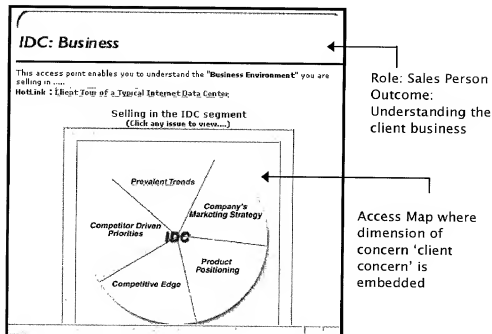
Date 19/01/02

Enter Response

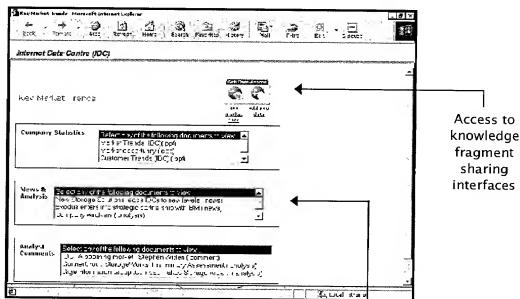
Submit Cancel

FIG. 5: EXAMPLE OF INDOC OPERATIONS

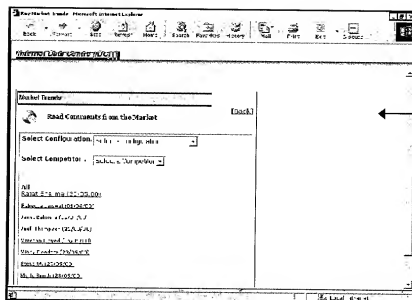
5.1:



5.2:



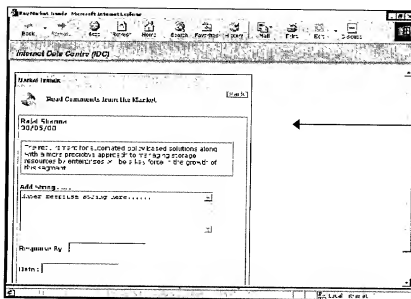
5.3:



Orthogonal dimensions of concern

- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

5.4:



View knowledge fragments and append strings to existing fragments

5.5:

Point of use
'understanding
client market
trends'

Add new
knowledge
fragments and
choose dimensions
of concern at one
point of use

- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

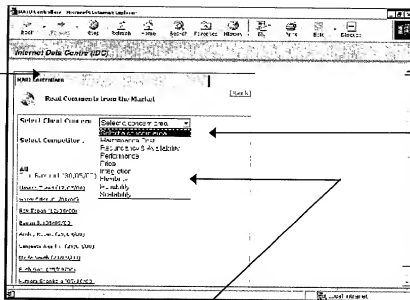
5.6:

Access map
where
'configuration
is embedded'

Role: Sales
Person
Outcome:
Knowing the
product being
'sold'

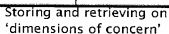
5.7:

Point of use
'knowing
about the
product'



Specifying 'points of
concern' within an
orthogonal
dimension of concern

Retrieve knowledge fragments
through different points of use
around different outcomes, on
common dimensions of concern

[illegible]

Dimensions of concern
derived from the insight
architecture

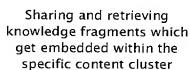
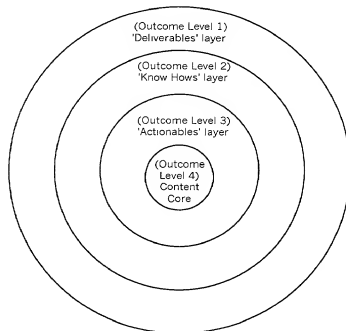
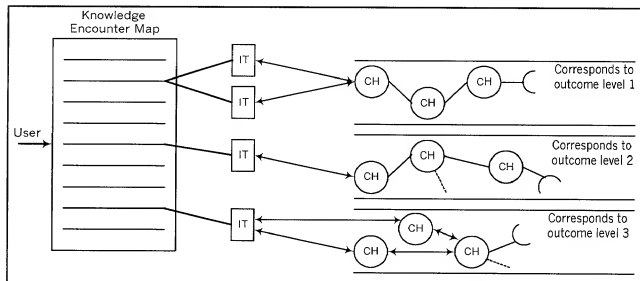


FIG. 7: DISTINCT SHARING LAYERS BASED ON OUTCOME LEVELS/PERSPECTIVES
FOR ANY ORGANIZATION

7.1: Layers



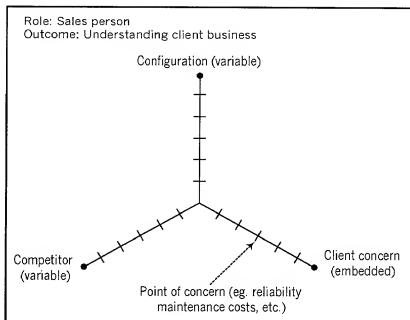
7.2: Content Sharing in each Layer



IT: InDoC Tool
CH: Content Hub

FIG. 8: BASIS FOR KNOWLEDGE FRAGMENT SHARING PROTOCOL

8.1: Dimensions of Concern



8.2: Example

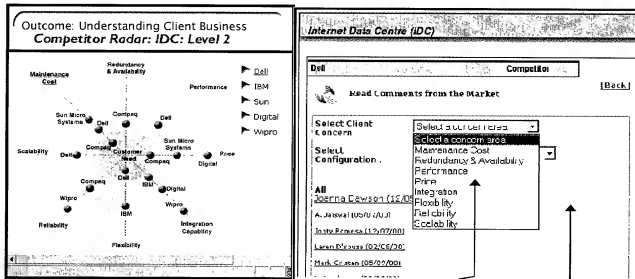
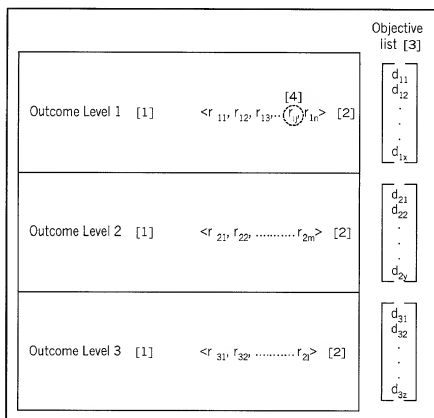


FIG. 9: LAYERED APPROACH TO IDENTIFY KNOWLEDGE SHARING PROTOCOL



[1] Knowledge sharing takes place within an outcome level, defined by a role perspective.

[2] Each outcome set is made up of 'view sets', each having a set of outcomes

$$r_{ij} = \langle o_1, o_2, \dots, o_p \rangle$$

[3] Each outcome level, has a universal 'objective list' comprising of dimensions of concern relevant to that level.

[4] • A view set has one or more orthogonal dimensions of concern from the objective list within that level, relevant to it

$$r_{ij} \longleftrightarrow \begin{bmatrix} d_{11} \\ d_{12} \\ \vdots \\ d_{1x} \end{bmatrix}$$

• This orthogonal set of dimensions is applicable to all the outcomes within that view set.

$$r_{ij} = \begin{bmatrix} o_1 \\ o_2 \\ \vdots \\ o_p \end{bmatrix} \longleftrightarrow \begin{bmatrix} d_{11} \\ d_{12} \\ \vdots \\ d_{1x} \end{bmatrix}$$

FIG. 10: FUNCTIONS OF THE CONTENT HUB

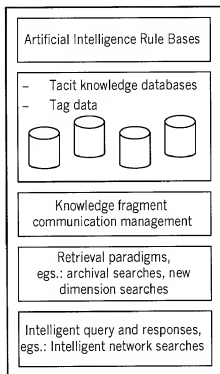
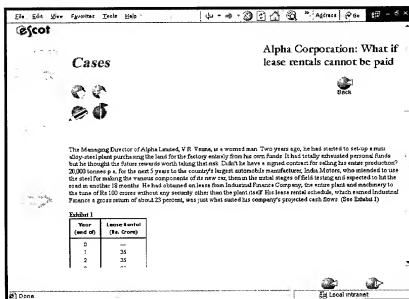


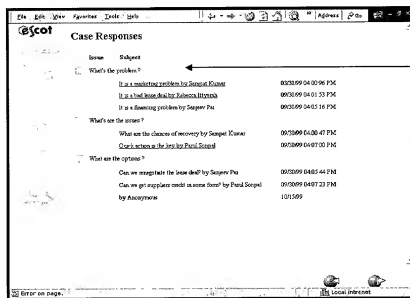
FIG. 11: SPECIALIZED INDOC NET EMBODIMENTS

11.a: Case Studies

11a.1:

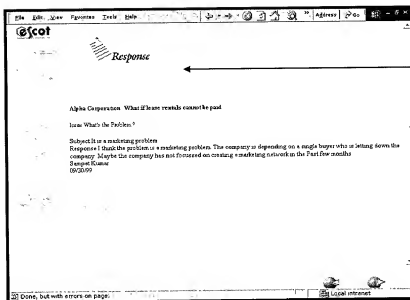


11a.2:



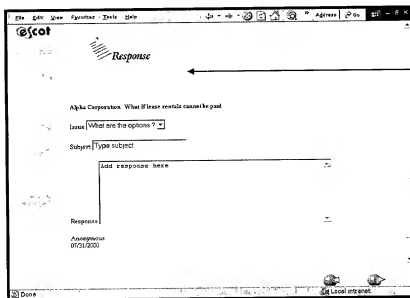
Dimensions of concern derived from the insight architecture

11a.3:



Retrieve tacit knowledge fragments embedded in the document cluster

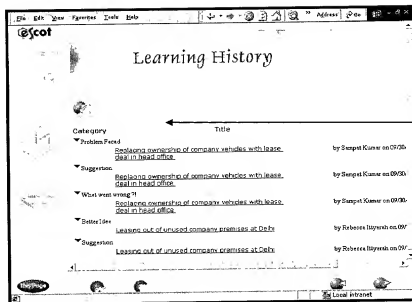
11a.4:



Add tacit knowledge which gets embedded into the document cluster in the content structure

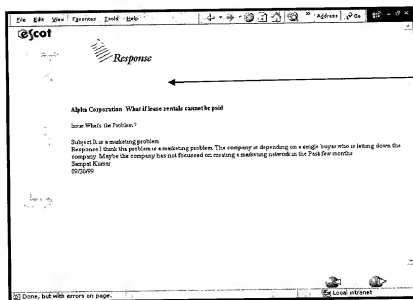
11.b: Learning History

11b.1:



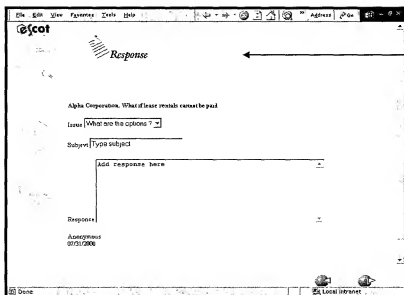
Dimensions of concern derived from the insight architecture

11b.2:



Retrieve tacit knowledge fragments embedded in the document cluster

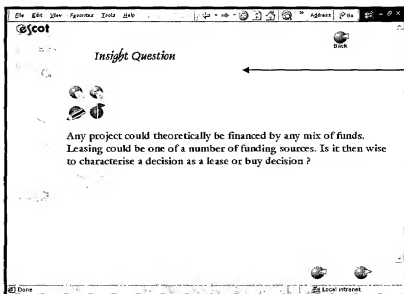
11b.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

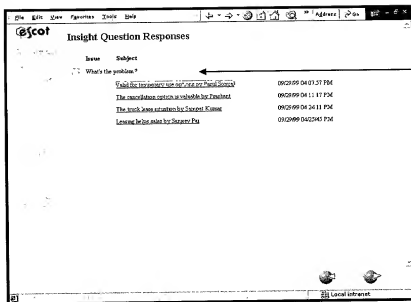
11.c: Insight Questions

11c.1:



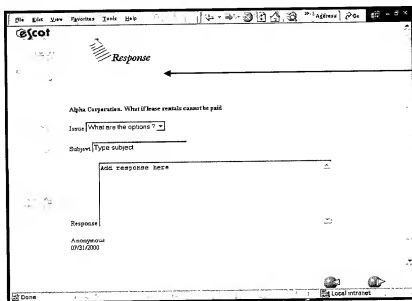
Dimensions of concern derived from the insight architecture

11c.2:



Retrieve tacit knowledge fragments embedded in the document cluster

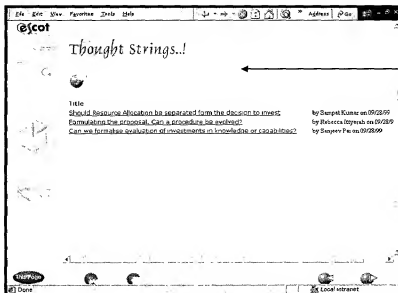
11c.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

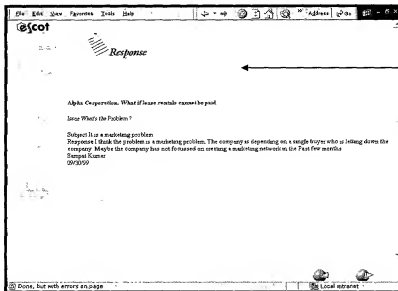
11.d: Thought String

11d.1:



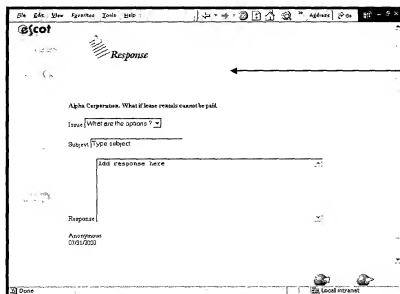
Dimensions of concern derived from the insight architecture

11d.2:



Retrieve tacit knowledge fragments embedded in the document cluster

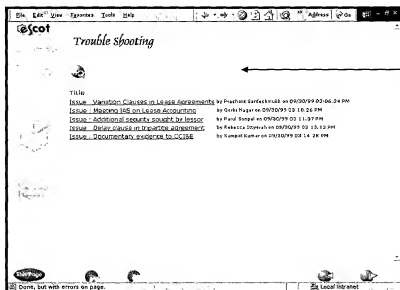
11d.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

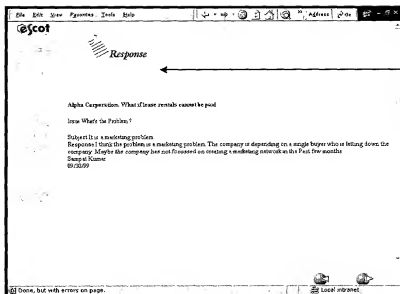
11.e: Trouble Shooting

11e.1:



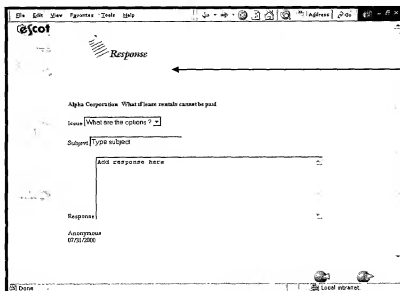
Dimensions of concern derived from the insight architecture

11e.2:



Retrieve tacit knowledge fragments embedded in the document cluster

11e.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

FIGURE 12: INTELLIGENT CONTENT AGENTS: AGENT CLASS – INQUITREE: TOOL DESCRIPTION "WHAT IF"

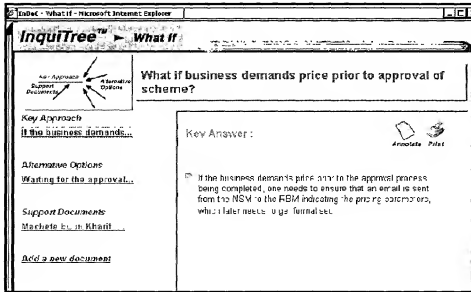


FIGURE 13: RADAR METAPHOR TOOL (EMBODIMENT COMPETITOR RADAR)

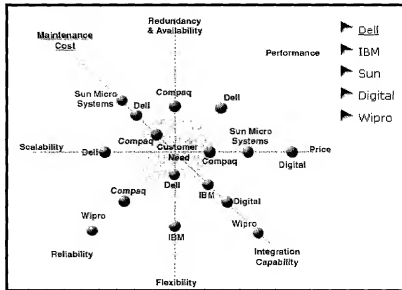


FIGURE 14 A : KNOWHOW DISTRIBUTION IN COMMUNITY OF PRACTICE

Each structure set representing a knowledge transfer protocol

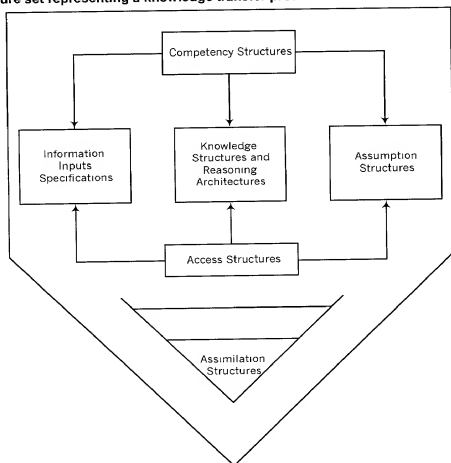


FIGURE 14 B: INTELLIGENT CONTENT HUBS BASED ON THE SHARING LAYERS DESCRIBED ABOVE

